ERICSSON BUSINESSPHONE HOSPITALITY
Designed to keep your guests coming back for more…

ERICSSON ⋛

TAKING YOU FORWARD

Welcome to the world of first class hospitality…

The fact is, to provide outstanding service, you need the support of top quality, cut-through systems. Ericsson BusinessPhone Hospitality can provide you with just that kind of support.

BusinessPhone Hospitality is a communication solution dedicated to supporting and adding value to the guest service industry. Whether you run a hotel, holiday complex, hospital, conference center, retirement home or even a cruise ship, you can be sure of the highest standards of operational efficiency and guest satisfaction.

A truly dedicated digital telephone solution such as BusinessPhone Hospitality incorporates special, tailor-made features and equipment to meet the specific requirements of your business. The best part is that you also benefit from a wide spectrum of advanced communication features and functions that have made BusinessPhone a worldwide winner.

… Ericsson BusinessPhone hospitality

Because hospitality is a demanding business...
BusinessPhone enables you to secure that vital difference in service to your guests. Your staff will always know the names of your guests. Provide integrated intelligent messaging services in the language preferred by your guests. These are just some of the benefits of using BusinessPhone Hospitality. There are many more services offered by this comprehensive communication system all aimed at giving you the power of 'personal touch'.

Special features for personalized services
Built-in check-in and check-out, room status monitoring, wake-up calls, do not-disturb and guest telephone blocking, these are just some of the features that heighten staff efficiency and help guests to feel at home.

Tailor-made equipment
Easy-to-use telephones with cutting edge functionality that enable front office, administration, and guest rooms to function like clockwork. Added to this, cordless phones, paging, messaging, call diversion and 'follow-me' facilities all work to improve availability and effectiveness.

Advanced business communication features
Features so sophisticated you would expect to find them only with much larger, and more costly, business telephone systems. Yet BusinessPhone Hospitality incorporates integrated cordless phones and intelligent voice messaging, together with a whole range of value-added service possibilities. It even adds ISDN to the desktop so you are able to streamline internal and external communications through facilities like videoconferencing and high-speed data transfer.

Designed to scale new heights:
Modular and expandable in design, BusinessPhone Hospitality will fit right in, be it a ten-room guesthouse or a 200-room business or leisure accommodation.

Telephones so advanced, they're simple

BusinessPhone Hospitality consists of various telephones that have been purposely designed to suit the express needs of guests, front office, and administration.

This means that the phones, depending on their area of use, have dedicated integrated hospitality functions built into them. These functions exist over and above the core BusinessPhone platform. In this way, a particular system can be built to satisfy the precise needs of the user.

On top of all this is so much experience and knowledge going into development that all of the various functions are amazingly user-friendly, practical and cost-effective.

Courtesy phones for use in reception and restaurant/bar areas by guests and visitors are also available.

BusinessPhone Hospitality: Guest room telephones

The driving force behind the development of these phones has been ease of use. Built to a classic design that will fit beautifully into any interior, these guest room telephones represent the last word in form and functionality.

- Symbol keys provide single-button access to commonly used services such as wake-up calls. This means that guests do not have to dial long number sequences.
- Configurable keys with LED indicators are available for access to commonly used functions. These keys may be set to meet the particular application whether it7s for an outside line, message waiting, do-not-disturb, wake-up call, dialing reception, the restaurant, room service, or an operator.
- An integrated loudspeaker allows hands-free speaking, group listening, paging and background music or information services.
- Message retrieval is highly advanced.
- The analog hotel telephone provides a data port allowing guests to connect their notebook and download their e-mail and application files easily.

Functions that automatically make BusinessPhone Hospitality the right choice

BusinessPhone Hospitality: Front desk and administration telephones

Telephones specially designed to make for smoother, more efficient front office, operator, and administrative operations. At the touch of a button, call handling and guest information functions are readily and quickly available.

The front desk telephone can even fulfill the role of a computer, or management telephone. It is capable of automating many guest handling functions like check-in and check-out, billing message handling, wake-up calls and room status monitoring. Simplicity is always the key with BusinessPhone Hospitality, all it takes is a few menu and programmable function keys to perform the desired function.

- The front desk and operator telephones incorporate 'soft' menu keys, as well as over 40 fixed function and programmable keys mostly with LED indicators.

- An integrated loudspeaker and microphone enables hands-free operations.

- The front desk telephone has a 120- character display, and the operator telephone has a 200-character display.

- Voice and text messaging are available on other telephones in the system.

- Up to four extra panels each with 17 programmable keys with LED indicators may be added to the telephones.

- The standard administration telephone has 14 programmable function keys, 10 programmable keys, four dual-purpose keys, an integral loudspeaker and a 120-character display.

- All digital telephones and the analog medium and hotel telephones have LED message waiting indicators.

Check-in/check-out

- Stores vital guest information such as check-in/check-out dates, names, guest status (VIP, etc.), language spoken and preferred method of payment. Guest information may be presented on the display of the reception phone whenever a call is made to or from a guest room.

- Upon check-in, the telephone in the guest room is unbarred. At checkout, guest-specific programmed functions are cancelled and the guest room telephone is barred again.

- The check-out function automatically cancels a guest's voice mail facilities and plays back any existing messages.

- An itemized list of the guest's accumulated call costs, in the local currency, can be printed out.

Room status monitoring

- Records information as to whether a room has been 'cleaned', remains 'un-cleaned' or is simply 'unavailable'. This information is available via the reception telephone and can be updated directly from the guest room telephone. In this way, a cleaner is able to immediately record when a particular room has been cleaned.

Matching numbers

- Phone numbers can have up to four digits to correspond with the room number.

Wake-up calls

- Programmable from guest room telephones as well as by the receptionist.

- Status information will be sent immediately to the Front Office System when a wake-up call has not been acknowledged by the guest.

Reception

BusinessPhone

Front Office System

Guest telephone
Analog

Cordless Phone

The BusinessPhone Hospitality Solution

Harnessing the power of technology for your guests

Voice messaging

- There is a voice prompt guided voice mail system with choice of language (max. three simultaneously).

Blocking calls

- Room-to-room calls can be blocked at certain times or for certain extensions.

Telephone locking

- Guests are able to key in a personal code to lock and thereby prevent misuse of their room phones.

Differentiated access rights

- Guests may be assigned various levels of access to telephone functions and outgoing call destinations.

Do-not-disturb

- Reroutes a guest's incoming calls to a pre-defined extension, where the caller can then leave a message.

Direct in-dialing

- Guest rooms can be called directly from an external telephone
  (this function is optional and can also be blocked).

Service keys

- Keys on the guest telephone have easy-to-understand icons that facilitate access to particular services (e.g. room service, reception, etc.) in the standard configuration.

Integrated directory

- Staff has fast, simple access to useful numbers that have been saved in the phone system's internal directory. Numbers can be stored alphanumerically for name dialing.

Tariffs can be set up for guests using your telephony system, independent of whether the network operator sends pulses or real costs to the PBX. You will be able to offer your guests a variety of impressive functions designed to make their stay even more pleasurable.

Door opener*

- Allows administration staff to control door locks remotely from their extensions.

Follow-me

- Room maids can be contacted directly with this function, as they move from room to room.

Kid call

- Room phones automatically dial a specific hotel extension number when the handset is lifted, enabling a child left alone in the room to contact someone if necessary.

Babyphone*

- Room phones can be used for baby monitoring from a cordless phone anywhere on the premises.

External sensor*

- Enables external or even swimming pool temperatures to be displayed.

Multiple reception phones

- Enables access to full receptionist functions for more than one staff member.

Intercom and paging

- All telephones with loudspeakers have intercom and paging facilities.

* These solutions require external equipment which is not part of the standard package.

Technical data

Power supply

- Mains supply: 110–127VAC ±10%, or 220–240VAC ±10%
- Emergency power supply (battery): –48VDC +8V/–5V

Analog trunk lines

- Max. line resistance: 2000 Ohms at –48VDC
- Make/break ratio: 33/67ms or 40/60ms
- DTMF signaling: ITU-T Q.23/Q.24

Digital trunk lines

- Channel associated signaling (CAS) 2Mbit/s interface according to ITU-T G.703 and G.704
- CAS R2 according to ITU-T Q.421-424
- ISDN interfaces according to ITU-T I.430 (BA), I.431 (PRA), I.440, I.450, I.441, I.451, G.703 (PRA), G.704 (PRA), ETSI CTR3 (BA) and CTR4 (PRA), and Australia specifications

Headline: Integrated Application Server (IAS)

- Operating System: Windows Server 2003 Embedded Telecom Edition
- Processor: Embedded Industrial PC

IP Telephony

- Interfaces: Ethernet 10/100BaseT
- Protocols: IPv4, BOOTP, coding of speech packets according to RTP, DHCP, TCP, UDP, FTP, H.323 v4 incl. Annex M.1, H.225 and H.245, Gatekeeper – Gatekeeper signaling with Location Request procedure
- Voice support: up to 16 parallel calls per IPU
- Voice coder: G.711, G.723.1, G.729ab
- Quality of Service support: queuing prioritization, Type of Service (TOS). DiffServ according to RFC 2474
- Support for IP clients, Networking over IP, IP loop trunking

Networking

- Common corporate numbering plan: coordinated, location code based or mixed
- Definition of up to 1000 corporate network nodes
- Corporate network routing with first choice and up to three alternative route choices
- Enhanced set of telephony features via the network

ISDN access

- Basic Rate (2B+D, 144kbit/s)
- Primary Rate (30B+D, 2Mbit/s)

Interfaces:

- Q interface (leased-line QSIG)
- T interface (switched public ISDN line with DSS1)

Analog extensions

- Max. loop resistance (incl. telephones) 2500 Ohms
- Current feed: 2x400mA, –48VDC, or 2x800mA, –48VDC
- Impulse speed: 10Hz +-10%
- Make/break ratio: 33/67ms or 40/60ms
- DTMF signaling: ITU-T Q.23
- Timed break of loop: 80–120ms
- Leakage resistance: 40 kOhms

Digital extensions

- Max. line length: 800m with 0.5mm diameter cable

ISDN S-interface

According to ETSI and Australia recommendations, supporting:

- Group 4 fax
- PC with ISDN board
- PC with ISDN board and telephone
- terminal adapter
- videophone
- ISDN telephone

Bearer services supported include:

- speech
- unrestricted 64kbit/s
- unrestricted digital information (with tones/announcements, 7 kHz)
- 3.1 kHz audio
- video

Maximum range:

- short passive bus: up to 250m
- extended passive bus: up to 500m

The table below is based on typical business configurations, i.e. it can be used as an average.
The real limitations may differ to some extent, depending on the customer.

Capacity	BPC*	BP50	BP128i	BP250	Modularity
Extension capacity (theoretical)	300	300	300	300	-
Extension capacity (typical)	40	64	128	200	-
Digital extensions	40	64	128	200 (300 for Hotel systems)	8/16/32
Analog extensions	20	32	128	200 (300 for Hotel systems)	4/8/16
Cordless extensions	64	64	64	210	as per FECU
Mobile extensions	55	100	100	100	5
Operators	3	3	3	3	1
S-Interface terminals	32 (4x 2B+D)	64 (8x 2B+D)	128 (16x 2B+D)	192 (24x 2B+D)	4/8
H.323 clients	128	200	200	200	
CT monitored extensions	80 (Office) 40 (Call Center)	80 (Office) 40 (Call Center)	80 (Office) 40 (Call Center)	80 (Office) 40 (Call Center)	
Trunk Capacity (theoretical)	38	120	120	120	-
Trunk Capacity (typical)	4	30	60	60	-
Analog trunks	8	16	32	60	4/8
Digital trunks PRA	30 (1x 30B+D)	30 (1x 30B+D)	60 (2x 30B+D)	60 (2x 30B+D)	30
Digital trunks with CAS	30 (1x 30B+D)	30 (1x 30B+D)	60 (2x 30B+D)	60 (2x 30B+D)	30
Digital trunks BA	8 (4x 2B+D)	16 (8x 2B+D)	32 (16x 2B+D)	48 (24x 2B+D)	8/16
S-Interface channels	8 (4x 2B+D)	16 (8x 2B+D)	32 (16x 2B+D)	48 (24x 2B+D)	8/16
H.323 trunks	16	32	60	60	4
VoIP channels	16	32	64	64	4/8/16
Analog tie lines	8	8	16	56	4/8
Base stations	12	12	12	60	1
Free slots for PBAs (except CPU-Dx)	1 **	4	4+5	8+9+9	-
RJ45 sockets available	N/A	N/A	72+72	N/A	-

* BPC can be expanded to BP50 capacity by means of the BPC Upgrade License.
** BPC basic configuration includes CPU-D5C and MFU

System cabinet	BP50 / BP Compact	BP128i	BP250
Cabinets, wall-mounted	1	1 or 2	up to 3
Dimensions (HxWxD)	500x400x155mm	125x483x396mm	435x260x300mm
Weight (fully equipped)	13 kg	14,5 kg	19,2 kg

Environmental

Operating temperature: +5°C to +40°C

Relative humidity: 15–80%

Electrostatic discharge: >8kV at 30% humidity, complies with EN 61000-3-2

System programming

- Local programming via V.24 (RS-232) interface
- Web-browser-based Management Suite for local (via V.24 or LAN connection) or remote (via built-in V.22 modem or Internet connection) configuration, O&M and upgrades

EMC standards compliance

Emitted RFI: acc. to FCC 15J, CISPR22, VDE 0878 (all Class B)

EMC: acc. to EU directive 89/336/EEC

Overvoltage: acc. to ITU-T K.20 and K.21

Regulative Compliance Information: Hereby, Ericsson Enterprise AB, declare that BusinessPhone BP250, BP50 and BP128i are in conformity with the essential requirements and other relevant provisions of EU directive 1999/5/EC

Digital corporate networking (QSIG standards):

Basic Call Control

ETS 300 72/ISO 11572, ISO 11574 GFP (within the scope of the supported supplementary service listed below):

ETS 300 239/ISO 11582

Supplementary services

CLIP, COLP, CLIR: ETS 300 173/ISO 14136

CNIP, CONP, CNIR: ETS 300 238/ISO 13864, 13868

AOC: ECMA 211/212

Environmental Performance

Hazardous Substances BusinessPhone complies with Ericsson's directive on the use of banned and restricted substances.

End of Life Treatment Ericsson offers recycling service for old Ericsson products to all our certified Partners. After the material has arrived at our collection point, we will, free of charge and in an environmentally responsible manner, take care of disposal through approved recycling companies in compliance with EU or other national legal requirements.

Environmental Declaration BusinessPhone complies with the standard TR/70 issued by Ecma International – European association for standardized information on communication systems, which are defined as being critical to a product being judged as environmentally sound.

Cabinets

BusinessPhone Compact

This is the 'start-up' system that comes prepackaged for small enterprises with 10–30 employees. It is a complete BusinessPhone system including telephones, voice functionality and access to all BusinessPhone solution areas. BusinessPhone Compact is a highly attractive entry point for today's dynamic small-sized enterprises and can be easily expanded.

Integrated Application Server (IAS)

The IAS board is a fexible and inexpensive way of introducing applications. With the help of an embedded Windows 2003 version the board runs the applications that exist on a BusinessPhone. That means that once you have got the board, it is incredibly easy to add and update applications. And there is no maintenance of other components than those, which form part of the BusinessPhone system. The IAS board can of course be maintained and updated easily via remote upgrading.

BusinessPhone 50

The BusinessPhone 50 system is a single compact wall cabinet with five board slots, that can cater to between eight and 64 extensions. The cabinet has a built-in switched-mode power supply, with the option of an external battery back-up unit or alternative DC power supply. The BusinessPhone 50 system is particularly cost-effective for small offices.

BusinessPhone 128i

The cabinet size enables it to be mounted into 19-inch racks, the industry standard for data equipment like routers, hubs and switches. Therefore, it is easy to install and integrate into the existing data infrastructure. BP128i has an integrated patch panel which makes additions, moves, and changes to the configuration a simple and fast process.

BP128i is a single, compact cabinet with five board slots. Since it is possible to stack two systems, it can serve up to 128 extensions and 60 trunks. The cabinet has a built-in switched mode power supply.
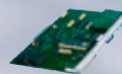
BusinessPhone Compact

3 x
Dialog 4222 Office

Dialog 4223
Professional
+ 1 Keypanel

Dialog 4223
Professional

One (1) Free slot for any
BusinessPhone board

8x Digital Extensions
4x Analog Extensions
4x ISDN BRA / S0
Full Voice Messaging
Music on hold

+ 2x Mobile Extensions
+ 2x BackStage
+ 2 Unified Messaging*
+ 2x Full networking
+ 2x Call Center Assistant*
+ 2x BP Extension Assistant*

+ 60 days free trial
* License included, additional products required for operation,
  such as external PC or an IPU board.
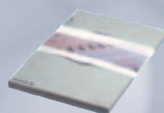
+ BMS CDROM
+ Online Tutorial
+ Designation Card Kit
+ Enterprise Application Suite incl.
  BackStage, Unified Messaging,
  CCA, CCS

BusinessPhone 250

The central system is comprised of between one and three wall-mounted cabinets, each with nine board slots, which can cater to between 20 and 200 extensions (or 300 for the special Hospitality solution). Each cabinet has a built-in transformer with the option of a battery back-up unit or alternative DC power supply.

Ericsson BusinessPhone 250

Ericsson Dialog 4000 Digital Telephone

Ericsson BusinessPhone 128i

Ericsson BusinessPhone 50